



**Office of the Attorney General
Paul G. Summers**

**Department of Commerce and Insurance
Commissioner Paula Flowers**

CONSUMER ALERT

Office of the Attorney General
P.O. Box 20207 Nashville, TN 37202-0207

Department of Commerce and Insurance
Division of Consumer Affairs
500 James Robertson Parkway Nashville, TN 37243

FOR IMMEDIATE RELEASE
June 24, 2003
#03-12

CONTACT:
Sharon Curtis-Flair
(615) 741-5860

TN Attorney General Warns of Fraudulent Email

Tennessee Attorney General Paul Summers warns of a fraudulent email that was sent to many consumers during the last several days that was apparently used to gain access to individuals' private information.

The email is titled "Fraud Alert" and states that the popular electronic store Best Buys' fraud department has some suspicions regarding an order of the customer. The customer is then asked to click on a hypertext link to enter a special Fraud Department page where the consumer could confirm or decline the order by providing the correct information.

"In some cases, customers were asked to submit their credit card and other private information," Attorney General Summers said. "We are concerned that some unscrupulous people may use this deceptive means to gain access to Tennessean's private financial information."

Mary Clement, director of the Division of Consumer Affairs, noted, "E-mail scams prove to be some of the most common and successful ways con-artists trick unsuspecting consumers into giving out personal information. The best way to avoid this is to delete all e-mails you receive from an unknown address or with a suspicious subject line. Consumers can call the Division of Consumer Affairs with any questions or concerns."

The State Attorney General's Office and Tennessee Division of Consumer Affairs suggest if you receive a suspicious email, do not respond. If you receive this e-mail or if you have already responded to the e-mail, please contact the Division of Consumer Affairs at (615) 741-4737, or toll-free within Tennessee at (800) 342-8385.